

FRONT DESK POSITION DUTIES

Front Desk Reception

- Answering front desk phone, responding to voicemails and forwarding inquiries to the respective departments/staff
- Monitor the front door
- Implement sign-in procedures for all entering and exiting the building
- Assign and track work rooms for on-campus students and faculty
- Monitor and restock reception area supplies
 - Hand-sanitizer
 - Disinfecting wipes
 - Disposable face masks
 - Periodically wipe down the front door handles and any other high-touch surfaces in the reception area

Patient Support

- Schedule/Cancel appointments
- Email patients their zoom meeting links before their appointment
- Provide JANE and zoom support to patients, supervisors and interns
- Scan and upload existing patient files to Jane
- Maintain physical patient files

Billing Support

- Generate and send invoices to patients
- Process and record payments
- Provide patients with payment records for insurance purposes

Other Administrative Support

- Assist in Library check-out and return book procedures
- Other light administrative projects as assigned